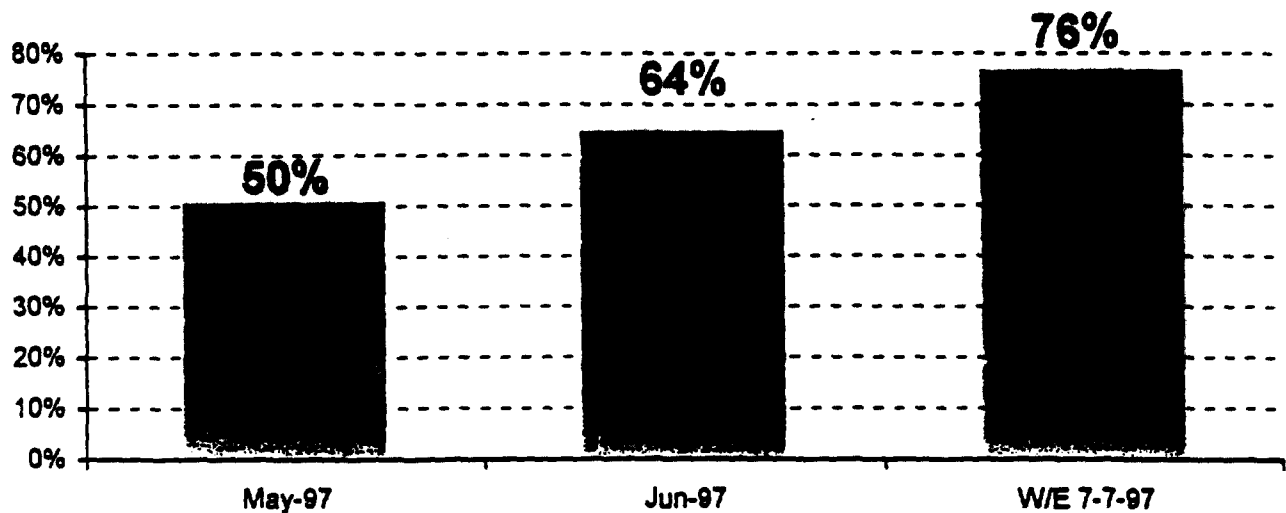
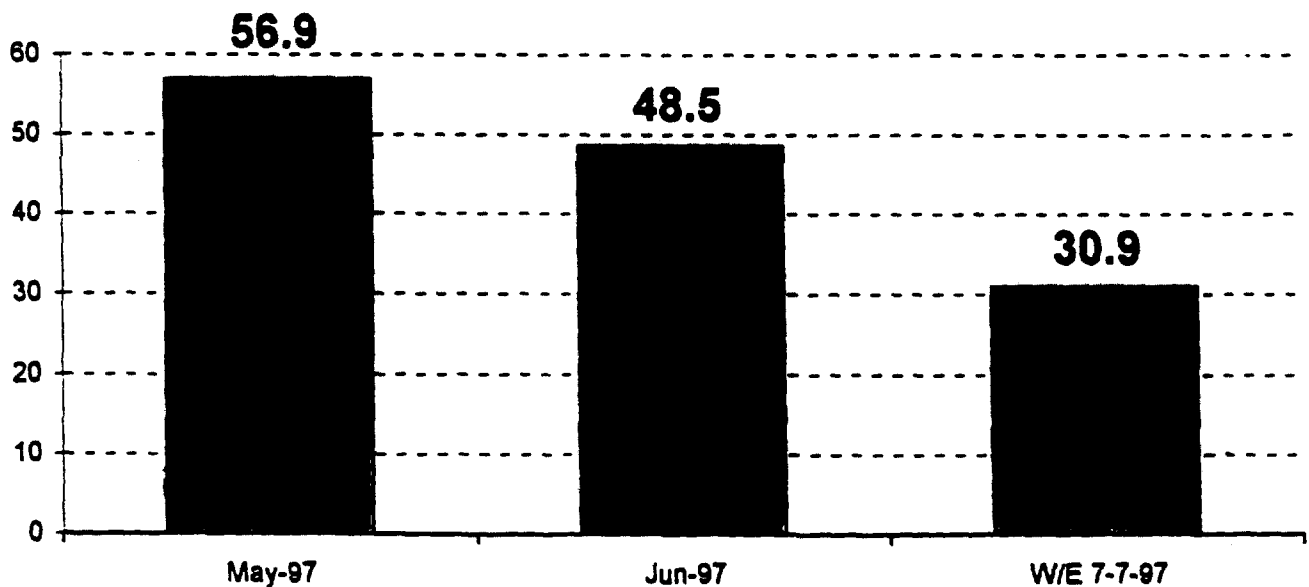


## SERVICE INDICATORS

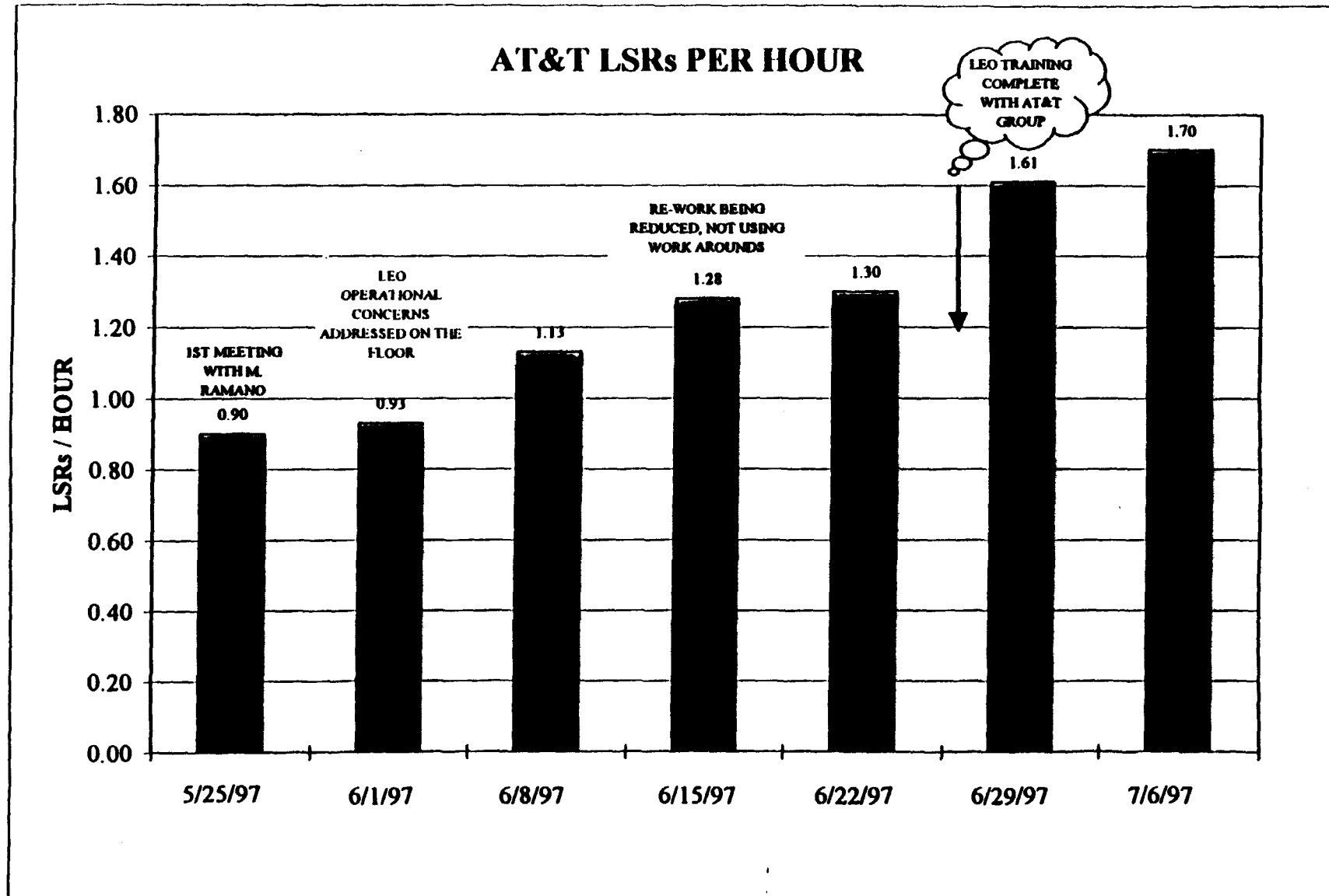
### % OF LSR'S FOC'D < 48 HOURS



### DURATION TIME - LCSC



# AS WE RESOLVE BARRIERS PRODUCTIVITY IMPROVES



# **EXECUTIVE UPDATE**

## **PHASE III - ADJUST AND FOLLOW UP**

**Date:** August 15, 1997

**To:** Krista Tillman, Operations Vice President  
BellSouth, Interconnection Services

**From:** James LaRue, Chief of Operations  
DeWolff, Boberg and Associates

**Project #:** 9706

**Project:** LCSC (Local Carrier Service Center)

- This project involves the LCSCs located in Birmingham, AL and Atlanta, GA, along with the service support groups located at the BellSouth Center Atlanta.
- The project was authorized for a 22-week period - to start March 17, 1997 and to finish August 15, 1997. This is the status report for the end of Phase III of the project.
- The purpose of this project is to accelerate Operational Readiness. Four key deliverables of this project include:
  - Detailed process flows that are validated, tested and measured.
  - Improved Training process that delivers qualified candidates.
  - Define Key Performance Indicators.
  - Enhance and install Management Operating System to effectively manage the Key Performance Indicators.
- The major benefits of this effort are:
  - Improved operational efficiency.
  - Enhanced service & quality to CLECs.
  - Assured Operational Readiness to meet end-of-year CLECs forecasts.
  - Significant ongoing expense reduction.

Page 1 of 9

Docket 960786-TL  
Scheye LF Depo Enh 17-A  
FPSC Hearing Enh. 21  
Scheye / BST

## **1. PROJECT PHASES**

- A. Quick Results - Weeks 1 through 7 - Phase I of the project focused on gaining control of the work and establishing the correct management behaviors / disciplines.**
- B. Main Installation - Weeks 8 through 15 - Phase II of the project focused on testing the capability of the group, and tightening the management routines/systems for controlling performance. Increasing capability towards theoretical capacity is inclusive of working at the right quality and providing competitive service at the appropriate cost. Theoretical capacity has been set using managers actual observations calculated to 3.98 LSRs per employee hour (30 per day/employee). Note; the theoretical capacity is based on the current volume mix and level of automation. "The Hopper" is a process that validates the center's capability by having a ready backlog of test orders to supplement the orders received. The concept of introducing test orders was developed and successfully installed and is currently being used to ensure operational capabilities are ahead of the customer requirements.**
- C. Adjust and Follow Up - Weeks 16 through 22 - Phase III of the project focus was to set new targets (raise the bar), incorporate new products, perpetuate performance, and make adjustments as required. Also, to continue to make progress in alleviating fundamental barriers that are not in BellSouth's control. The fundamental barriers are the lack of predictability of work volume input, and the lack of completeness (quality) in the orders received from CLECs. Therefore, the continued use of The Hopper will be needed until better forecast from the CLECs is available. Also, a process was developed to provide feedback to the CLECs about their level of incomplete/incorrect orders. LSRs with incomplete or erroneous information make it necessary to request for clarification thus increasing the processing time and amount of rework..**

## II. PROJECT UPDATE

We completed the 22nd week of the project on August 15th. Phase III is now complete. All but one of the scheduled items are completed (48 Key items). The remaining 1 activity in Phase III is in progress and expected to be completed within the next two weeks. For more detail, look at project phases in this write-up and in the attached "Summary of Findings and Approach."

There are three areas of concentration:

1. **Operations Organization** - Along with Bill Bolt, Tom Moran, and Bill Thrasher we are developing the LCSC's management to increase the control of the work by having the managers internalize an employee follow-up routine. This will enable the managers to shift work where required, identify operating opportunities, maintain volumes, production numbers, backlog status, current employee skills, quality and service levels, and department capability.
2. **Support Organization** - Along with Eddie English and Diane Cheng we are developing the support organizations to continue to increase synergy with operations by aligning the organizations under singular measurable goals.
3. **Training and Development** - We are developing a new training organization that is responsible for the employee's continuous development process. There are shared responsibilities between the support and operating organizations for the management of the process. However, key employees responsible for continuous development will report directly to the heads of LCSC's operations and support. This enhancement in training is geared to further accelerate the preparation and delivery of training material, developing/installing/testing material covered in training, updating the content of the presentation as enhancements to products are made, and dramatically shortening the total learning cycle for all employees.

## **II. Operations Organization – Write up of key details:**

### **A. Improved Control of the Work**

#### **Phase I, (Quick Results)**

- Process Flows were developed to define the proper methods to process work and Backlog Controls were installed to understand and control work volume levels.

#### **Phase II, (Main Installation)**

- Process flows were validated and tested to ensure quality and accurate processing. In addition, work instructions were prepared which provide step by step instructions for order processing.
- Backlog Controls were enhanced to measure Service, Quality and Cost. Cost factor is measured as LSRs / Hour. Quality is measured by two methods: Percent First Time Quality and Service Orders pending on the Questionable Activity Report. Service indicators are measured by the gross cycle time of an LSR and the speed in which Service representatives answer the phone. A Director's Report has been installed that summarizes the key operating indices which are reviewed daily by the Center Directors.
- The Order Tracking System has been enhanced to provide greater definition to the types of LSRs being processed and the reasons that LSRs are going to clarification. The Order Tracking System is also providing data on processing duration and clarification duration.

#### **Phase III, (Adjust and Follow up)**

- A Procedures Manual was prepared documenting the system procedures utilized in LCSC. This manual defines the responsibilities and procedures for each step in the management of backlogs, quality, service and productivity. Copies of this manual will be provided to each director and the master will be given to the A.V.P.
- Another manual was prepared which contains the processing work instructions and process flows. This manual was given to the Training Coordinator, Carolyn Davis. A copy will be prepared for the LCSC Performance Manager, Judy Norris. Judy has been trained in the development of process flows and will be responsible for the maintenance of this manual.
- A CLEC evaluation was developed that tracks the percentage of clarifications, cancellations and duplications received from each CLEC. This data is pulled weekly from the LON order tracking system and presented to the Customer Support Managers. They will be responsible for working with the CLEC to correct these issues.
- Compliance Audits were created to follow up on the compliance to and utilization of LCSC management disciplines.

## **B. Management Behavior / Disciplines**

### **Phase I, (Quick Results)**

- Management Roles and Responsibilities were defined and work area layouts were designed.

### **Phase II, (Main Installation)**

- The percent of time that the Managers spend with the team members increased from 12%, as measured during the Analysis; to 30% at the end of Phase I. to about 65%. This increased supervision improved first time quality and service demonstrated by a reduction in escalations by as much as 1/2 at the AVP level.
- A Continuous Development Process was developed to highlight and address employee training and/or skill deficiencies.
- New floor layouts were implemented into the 14th floor, in Birmingham. In Atlanta, a new work area layout was implemented for some employees, the remainder are awaiting a decision about a possible relocation of the operation.

### **Phase III, (Adjust and Follow up)**

- The managers continue to utilize about 65% of their time supervising their people. This is an appropriate percentage of supervision.
- A work simulation of basic single line resale, (disconnect, new connect, switch "AS IS", and switch with changes) was administered to all LCSC personnel. The Hopper was utilized to perform this work simulation. Service representatives that performed below the expectation of error free processing received additional training and/or coaching.
- A Continuous Development Process was developed utilizing the Hopper as a work simulator. The work simulation enables management to evaluate two aspects of the service representative capabilities, quality and efficiency. Deficiencies in either of these areas would initiate a Performance Improvement Plan. This is the item that is still in process. Each service representative needs to go through the work simulation process for the types of orders that their team process. Based upon that work simulation Performance Improvement Plans should be initiated.
- Teams were initiated. Managers received training on the characteristics that constitute a team vs. a group. Each Team is installing communication boards which include the definition of the teams objectives with respect to quality service and productivity. Each day the Team Leader, (the manager) posts the actual performance for the previous day and has a brief team meeting.

### **C. Quality, Service and Labor Utilization**

#### **In Phase I, (Quick Results)**

- The Hopper was developed, preliminary work estimates were developed and an approach to measure quality and service was established.

#### **Phase II, (Main Installation)**

- The Hopper was installed and is being used as a work simulation to evaluate Service Representative performance (Quality and Productivity) capabilities, and as a supplement to the workload to enable the managers to meet performance expectations.
- Work to Time Relationships (RE's) were established for each activity that the LCSC currently performs.
- Quality measures were established to measure each Service Representative.
- Service measures were established.
- Productivity improved 74% since first two weeks of Project, as measured in LSRs processed per hour.
- When measured by SOCS orders generated, the Productivity improvement was 94%.

#### **Phase III, (Adjust and Follow up)**

- The programming for the First Time Quality (FTQ) reporting is complete. Ron Moore will train managers this week and utilization by the managers is scheduled next week.
- Processing duration time has been reduced from 56.9 hours in May to 31.5 hours the first two weeks of August. This represents a 45% reduction. (see graph of LCSC Duration Time).
- The percentage of LSR's processed within 48 hours improved 58%. In May the percentage was 50%, the first two weeks of August the percentage is 79%. (see graph of LSR's FOC'D < 48 HOURS).
- Productivity has improved an additional 86% since completion of Phase II. Total productivity improvement is 160%, as measured in LSR's per hour. (see three part graph LSR's Per Hour).
- Productivity improved 140% when measured by SOC's orders per hour. (see three part graph SOC'S Per Hour).



#### **IV Support Organization**

##### **A. Force Sizing / Forecast Feedback Loop**

###### **In Phase I, (Quick Results)**

- An activity based force-sizing model was developed.

###### **Phase II, (Main Installation)**

- Defined and began tracking key forecast indicators by Resale, UNE and Complex.
- Changes made to Order Tracking System to provide more definition to types of LSRs being processed.

###### **Phase III, (Adjust and Follow up)**

- Developed Force Sizing model that incorporates performance to R.E.'s (reasonable expectations).

##### **B. Project Schedule**

###### **In Phase I, (Quick Results)**

- Defined what a Project Schedule should be, developed format and defined Key events.

###### **Phase II, (Main Installation)**

- Project Schedule developed with appropriate level of detailed activities to focus the actions of the support organization and better insure they are working on the appropriate items.
- Structured weekly staff meetings were installed with status reports. It also gives them the ability to get assistance on items that may be in danger of missing scheduled due dates.

###### **Phase III, (Adjust and Follow up)**

- Weekly staff meetings to assess project status have continued.

### **C. Capabilities**

#### **In Phase I, (Quick Results)**

- The Hopper concept was developed to enable artificial work to be input in order to test capabilities.

#### **Phase II, (Main Installation)**

- The Hopper was installed into the LCSC operations and has provided the ability to not only tests the departmental theoretical capabilities but also the individual Service Representative capabilities.
- Staffing and demonstrated performance placed the LCSC capabilities at 1590 LSRs per day considering training, vacations and absenteeism.
- LSR volume was at 742 per day (June Average), of which 10% were Hopper orders.

#### **Phase III, (Adjust and Follow up)**

- Current demonstrated capabilities stand at 1625 LSR's per day considering 23% for training, vacations and absenteeism (see Capacity / Capabilities Chart).
- LSR volume is 1195 per day the first two weeks of August. 17% of this volume is Hopper orders. The LCSC should be capable of absorbing 42% more volume with no impact on service or quality. The additional staffing of 50 service representatives would increase this capability to about 100%.

### **V. Training and Development**

#### **A. Selection & Screening Process**

##### **Phase I, (Quick Results)**

- Definition of skill requirements was defined and appropriate testing determined and installed to screen for these entry-level skills.

##### **Phase II, (Main Installation)**

- The expectations of a functional Service Representative were defined. A site visit for all new LCSC candidates will include a review of performance expectations (Quality and Efficiency).

##### **Phase III, (Adjust and Follow up)**

- On site visits will be hosted by the Performance Manager, Judy Norris.

**B. Content of course material and testing****Phase I, (Quick Results)**

- Developed comprehension tests to validate learning process and instituted some changes in the delivery and content of course material.

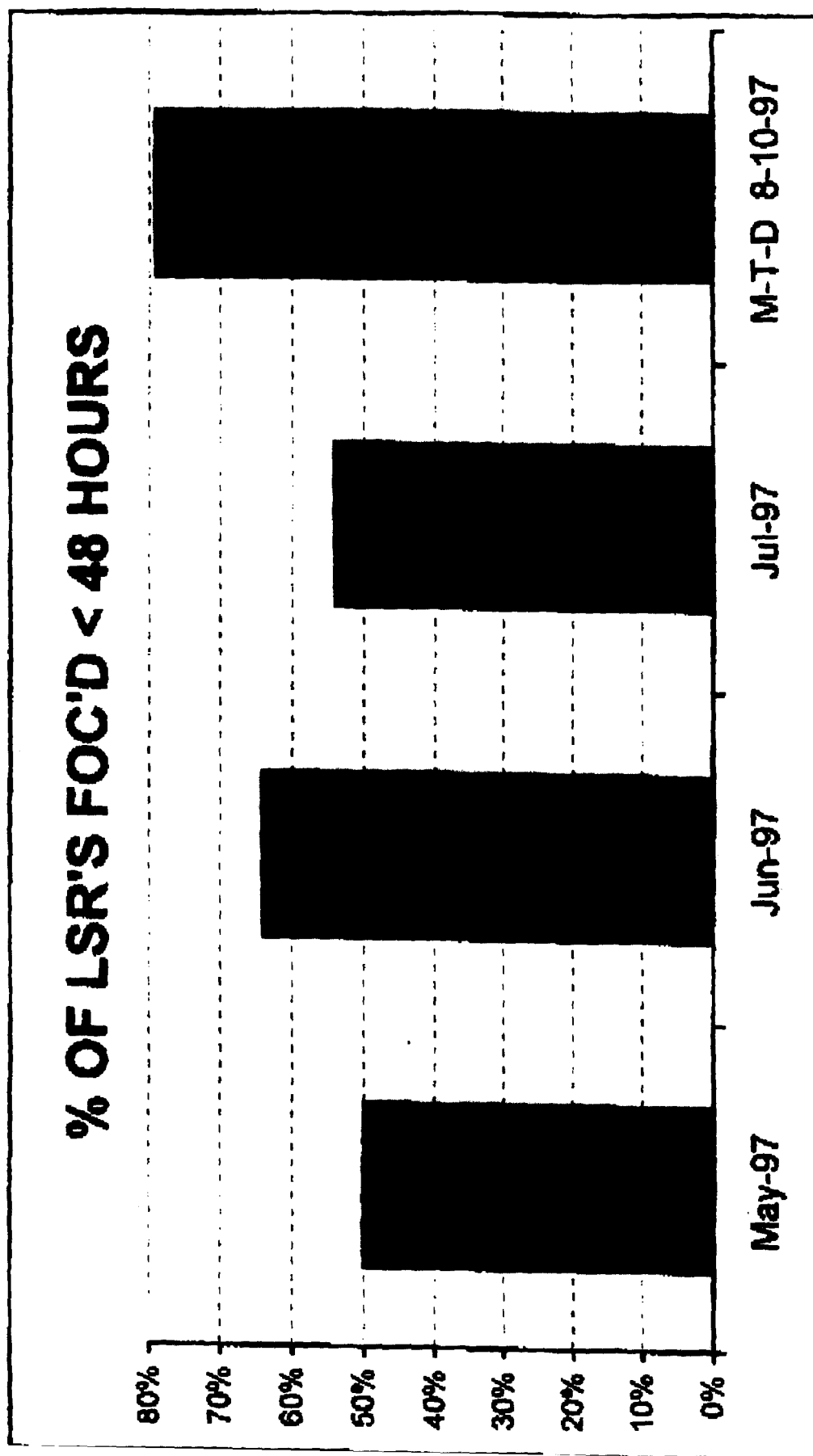
**Phase II, (Main Installation)**

- Developed work simulation evaluation using the Hopper to appraise Service Representative's capabilities (Quality and Efficiency).
- Created Modular Training agenda for Single Line Resale (DOE) that will reduce training time from six weeks to two weeks. For a few who do not pass the work simulation, there will be a follow up instruction for three days.
- All the modules have comprehension testing. The comprehension testing will be administered prior to the training and after the module has been delivered.
- LEO training module developed and delivered to increase capacity of LCSC to handle AT&T volume received through LEO.

**Phase III, (Adjust and Follow up)**

- Developed and delivered LENS training to 14 part time temps in Atlanta. This approach to inputting LSR's to LEO that are received for manual processing drastically reduces the training time to 8 hours and provides an excellent reserve capability.
- Developed training modules for Resale
  - Single Line DOE
  - Single Line SONGS
  - Multiline DOE & SONGS
  - Belinda Miller, (trainer) used the SONGS training materials in her most recent training class.
- Training modules for Unbundled Network Elements and Complex Services still require development.

SUMMARY OF FINDINGS AND APPROACH					STATUS GREEN - COMPLETED - IN PROGRESS RED - IN PROGRESS	
Data Updated: August 15, 1997 Week 22 of 22					PHASES FOR DELIVERABLES	
AREAS	FINDINGS	PROPOSALS	QUICK RESULTS PHASE I	MAIN INSTALLATION PHASE II	ADJUST & FOLLOW-UP PHASE III	
MONIT. OPERATING	REQUIREMENTS EXIST, BUT REQUIRED	DESIGN FOR INSTALL ELEMENTS	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
SYSTEM WORK	UPGRADES	INSTALL FOR FUNCTIONALITY OF EQUIPMENT				
WORK PROCESS	NEEDS BETTER DEFINITION AND MARKER	AND UNDERSTAND HOW TO REPEAT PROCESS				
EMPLOYEE SKILLS	NEEDS TO INTERMEDIATE UP-GRADER	WILL THE SAME TO TRAINING				
	INCOMPLETE TRAINING - DELIVERY & CONTENT	DELIVER FUNCTIONAL ITEMS				
MANAGEMENT	LACKING ON THE FLOOR SUPPORT AND EVALUATION	CONVEYER BELT IN PLACE				
	LACKING STRUCTURED PARTICIPATION	PROMINATE AND INSTALL				
BEHAVIOR		FROM THE ENGAGEMENT				
MANAGEMENT	PASSIVE IN ASSIGNMENT / FOLLOW UP	VALUE - INVESTING PROCESS				
ATTITUDES		UPGRADE ELEMENTS				
QUALITY / SERVICE	NO EFFECTIVE REBUILDERS	REDUCE LOST TIME THROUGH TRAINING				
LABOR UTILIZATION	DOCUMENTED 18 - 30% LABOR WASTED	AND SUPERVISORY INTERVENTION				
GOALS AND	LACKS SYNERGY AND INTEGRATED	DEFINE THE OBJECTIVES AND MEASURES				
STRATEGIES	PLAN	IMPROVE SKILL FOR SALES AND OPERATIONS				
SUMMARY			100%	100%	100%	
COMPLETE			100%			

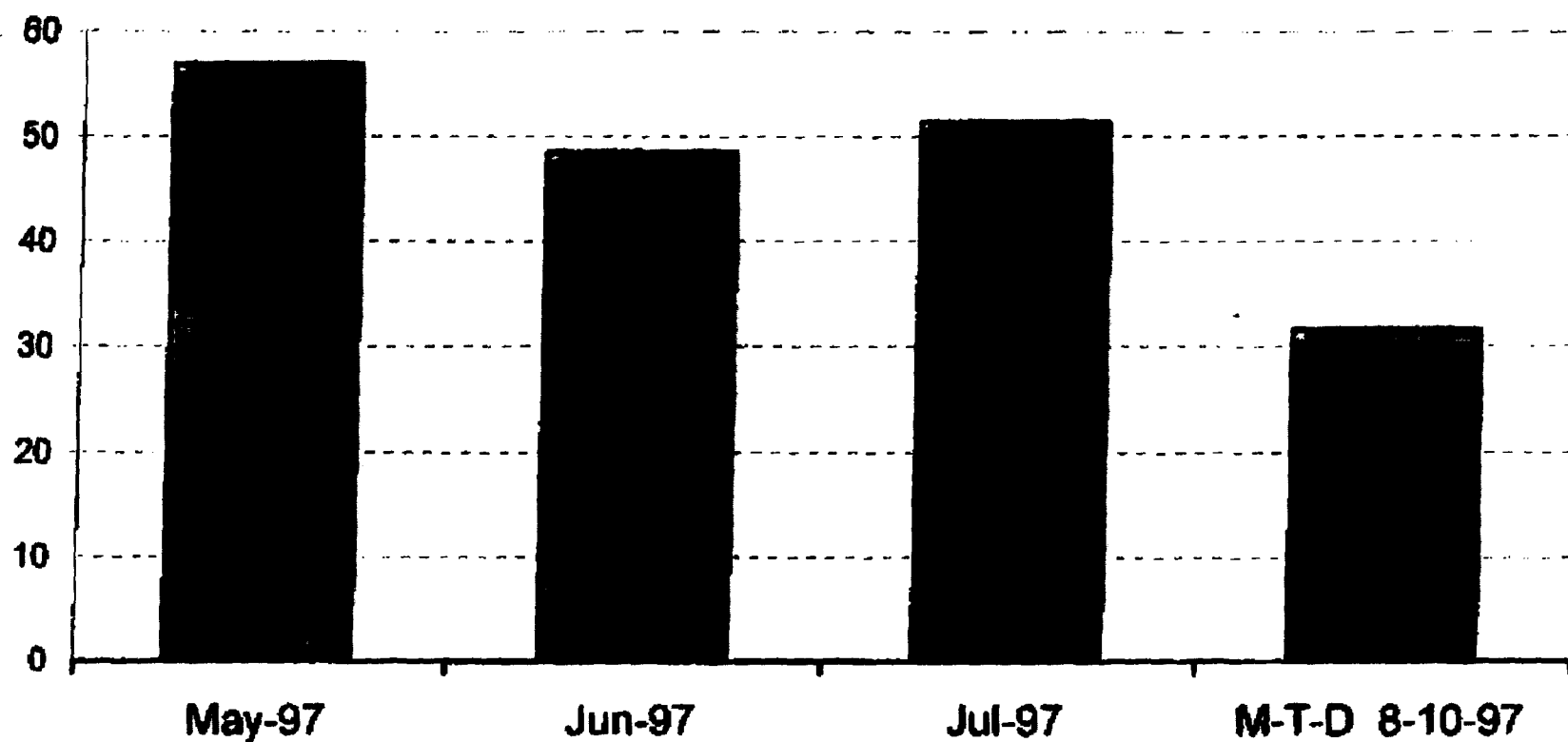


09/21/97 14:33

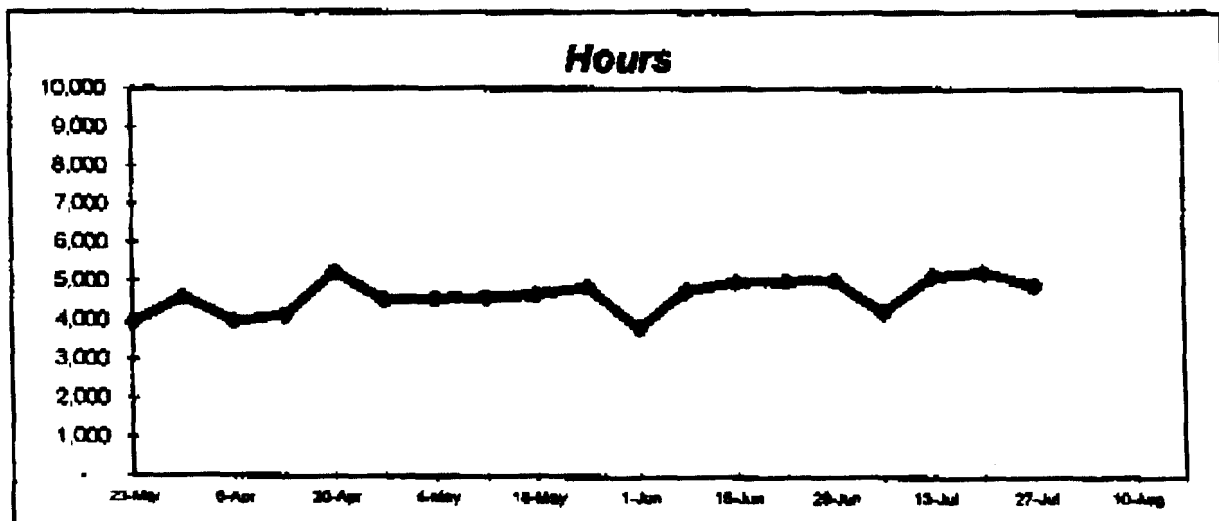
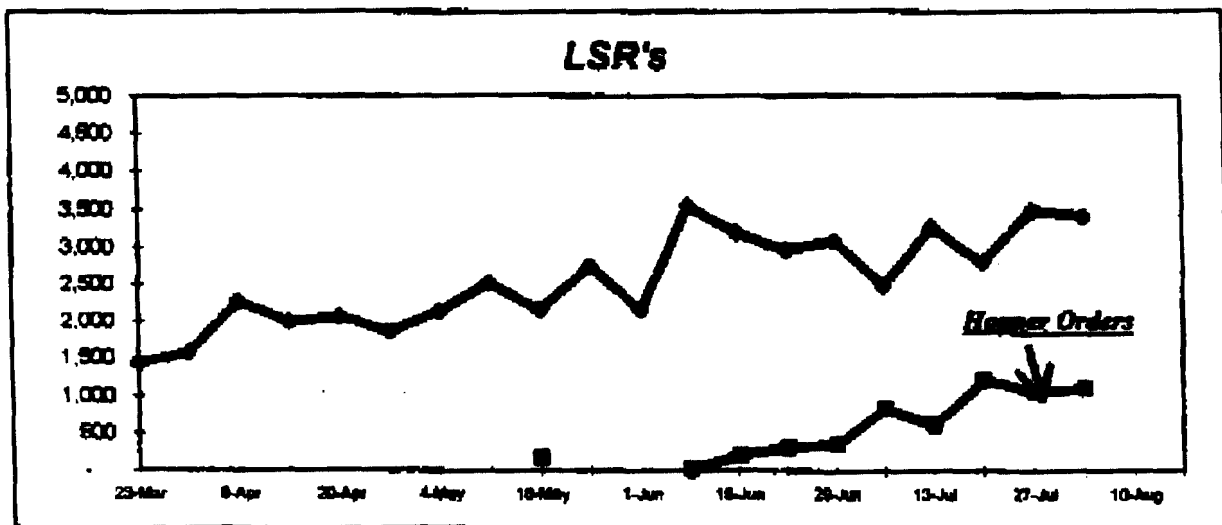
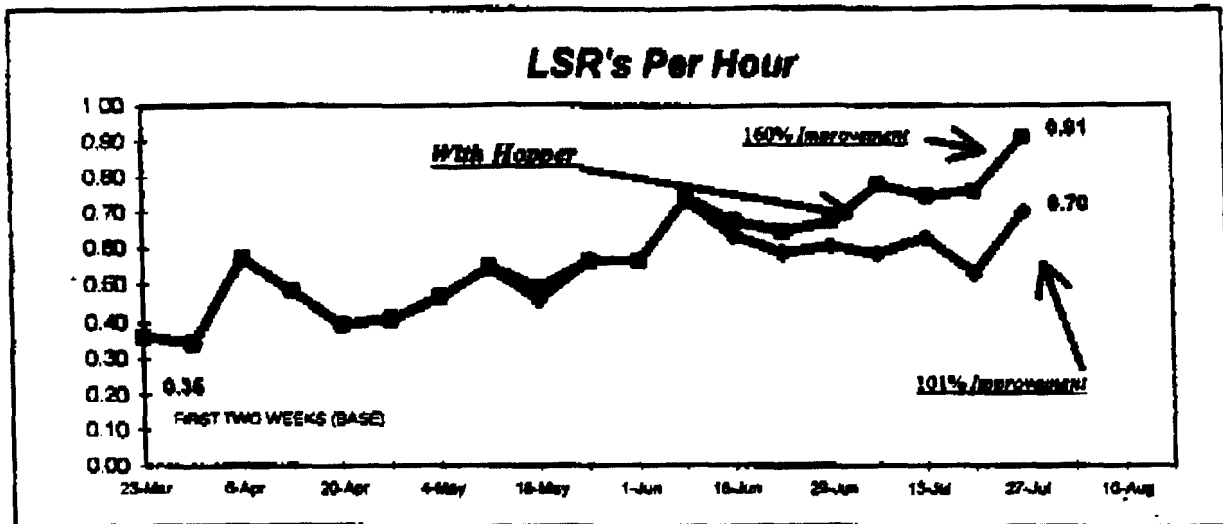
TALLAHASSEE, FL AT&T LAW & GA + S O & A O # DC

NO. 828 P013/02

## DURATION TIME - LCSC



BellSouth  
LCSC



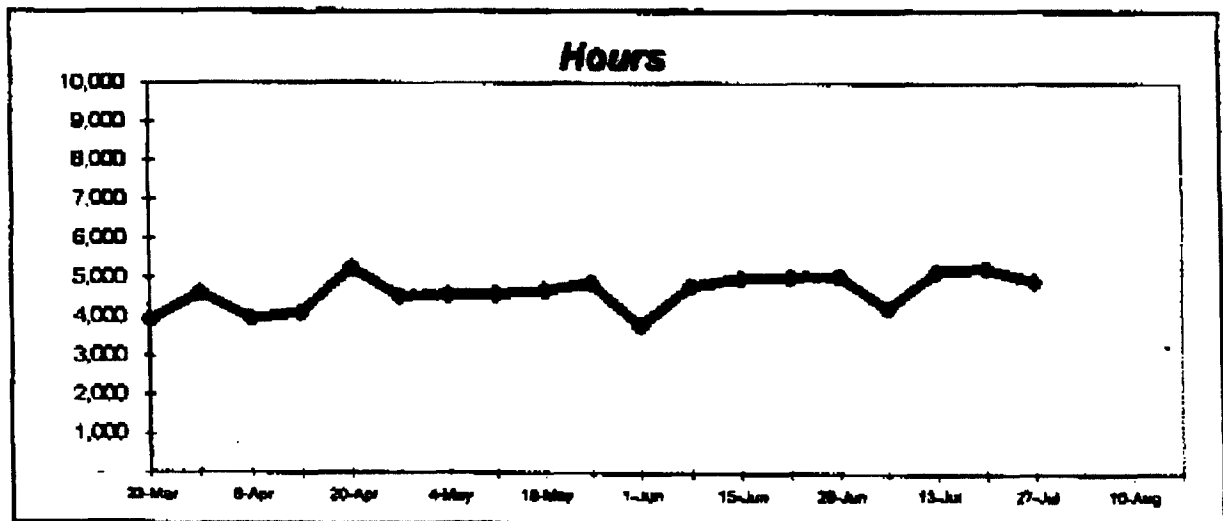
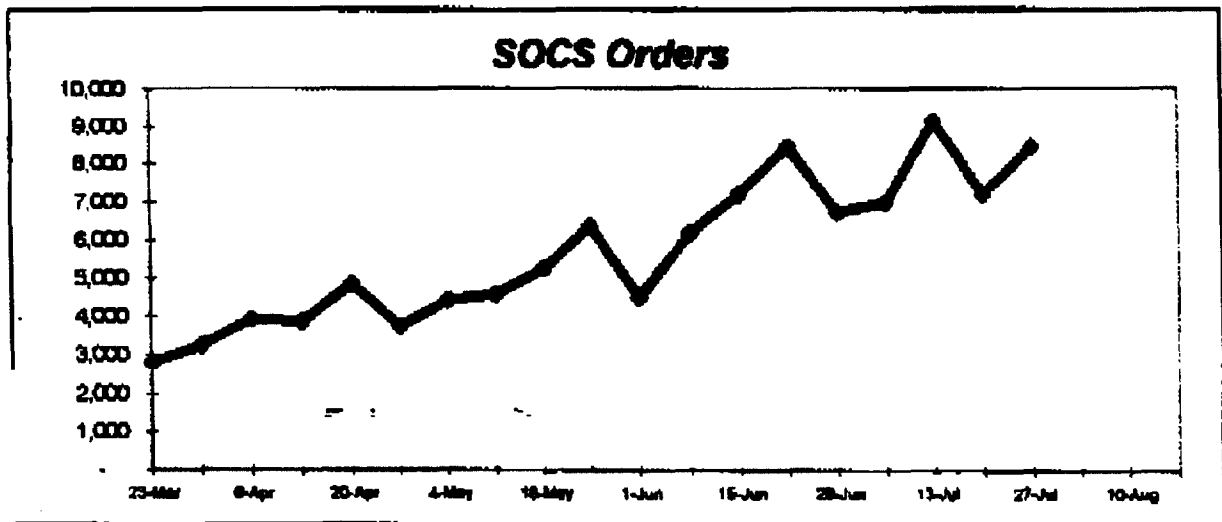
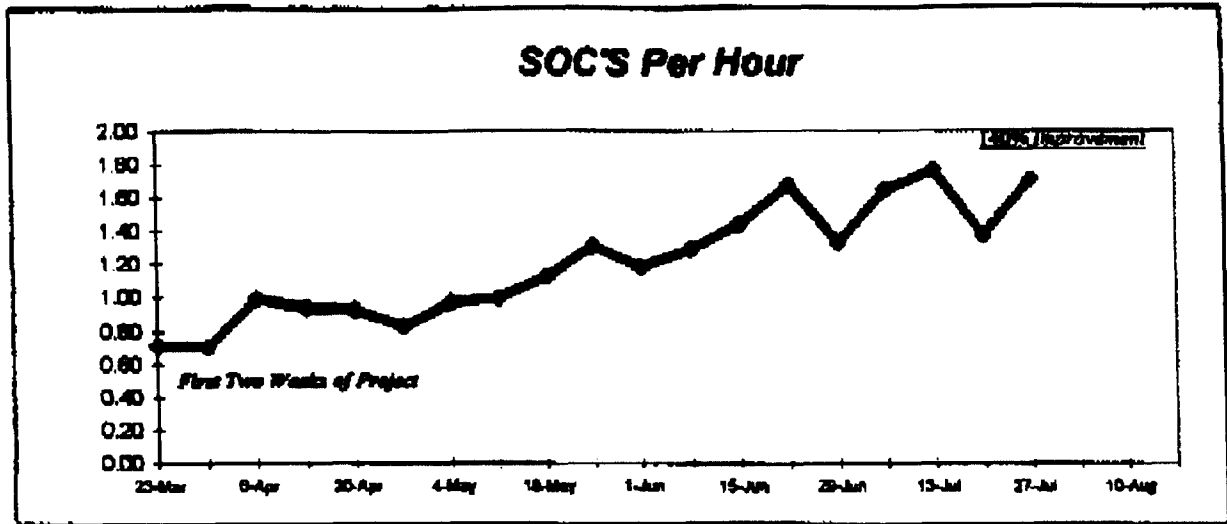
Source:

LSR's - LON Report from Ron Moore

Hours - MTR Report from James Saville

PERFEVAL.XLS

BellSouth  
LCSC



Source:

LSR's - LON Report from Ron Moore

Hours - MTR Report from James Saville

PERFEVAL.XLS



BELLSOUTH - LCSC

## CAPACITY / CAPABILITY

ITEM	BIRMINGHAM	ATLANTA	TOTAL LCSC
SERVICE REPS	79	63	142
HOURS / DAY	7.5	7.5	7.5
HOURS AVAILABLE	592.5	472.5	1065
%TRAIN,VAC ABS	23%	23%	23%
NET HOURS AVAIL	456	364	820
LSR'S/HR CAPACITY	3.46	4.80	4.05
LSR'S/HR DEMO	1.84	2.16	1.98
DAILY VOL CAPACITY	1578	1747	3325
DAILY VOL CAPABILITY	839	786	1625
PERCENT OF CAPACITY	53%	45%	49%

09/21/97 14:33

TALLAHASSEE, FL AT&T LAN & GA + S O & A & E DC

NO.828 P016/021

many  
BellSouth  
systems  
are  
operating  
at  
50%  
capacity?

# ATTACHMENT 45



Rebecca Bennett

Room 1079  
1200 Peachtree St.  
Atlanta, GA 30309

September 19, 1997

Gary Romanick  
1960 W. Exchange Place  
Suite 410  
Tucker, GA

Dear Gary,

Thank you for the efforts this past week to clarify calculation methodology for the Attachment 12 measurements provided on September 15, 1997 for the performance month of August, 1997. This letter is to follow up on our September 16, 1997 discussion about the billing measurements. During negotiations, BellSouth did not agree to establish a billing returns feed, on the grounds that the historical quality of performance in packing and transmitting usage did not warrant the associated costs. In our conversation on September 16, BellSouth indicated that the measurement results from Section 4.3.1 and 4.4 of Attachment 12 would always be 100% as long as the usage passed BellSouth edits and BellSouth was create and transmit a data pack of usage. AT&T considers this calculation methodology inadequate to reflect the process measurement intent or reality.

Enclosed is information demonstrating repeated and significant occurrences of usage errors. AT&T requests that BellSouth agree to establish an ongoing feed for usage returns, with the operational details to be negotiated by our respective Subject Matter Experts. In the interim, AT&T will provide BellSouth with weekly error information. AT&T requests that BellSouth use the message errors from that information to calculate the numerator portion of the measurement referenced in Section 4.3.1. There is a joint operational team including Foster Haley and Barbara Dietsch working the usage recording problem list today. AT&T requests that BellSouth modify the service performance calculation methodology currently used by BellSouth, participate in additional operational negotiations, and put resource attention on this area as a service performance problem.

Currently, AT&T contacts BellSouth when a data pack is unable to be processed, per the format defined in Attachment 7, Appendix 2, Sections 4.4 and 4.5. For the Billing Measurement described in Section 4.4 of Attachment 12, AT&T requests that BellSouth count all occurrences which required a re-transmission of a data pack as a data pack error, and calculate in the algorithm accordingly. During my vacation, please contact Pam Nelson by September 25, 1997 to schedule a working session on Recorded Usage accuracy.

Sincerely,

A handwritten signature in cursive script that reads "Rebecca Bennett".

Cc: Pam Nelson, Sue Ray, Jan Burris, Margaret Garvin

**From:** Dietsch, Barbara, BGCM BGCI  
**Sent:** Wednesday, September 17, 1997 3:21 PM  
**To:** foster.haley1@bridge.bst.bls.com  
**Cc:** Klimczak, Claudette, BGCM BGCI; Ray, Susan D, NLIAM  
**Subject:** Status Requested

9/17/97

**To:** Foster Haley  
BellSouth Interconnection Svcs  
**From:** Barbara Dietsch  
AT&T  
Billing & Industry Relations

Foster,

Since our Friday call has been postponed until the afternoon of Monday 9/22, please provide a status of the following, prior to that call.

The latest Usage Matrix was forwarded to you on 9/9/97, no updates and/or completed pages have yet been returned. It is imperative that this data be completed and returned as soon as possible. The data for the states of Georgia and Florida is required immediately; if necessary the balance of the 7 BellSouth states can be returned after that time.

I received the N11 data you compiled for the state of Georgia. Please provide an explanation of the entity ID associated with each service. If these services are different in each state, please provide like information by state, and a separate page 7 of the usage matrix by state.

The correction eliminating the rating of Directory Assistance and DA Call Complete messages (rec'd on 9/15 file), along with the receipt of erroneous cancel messages was scheduled to be implemented on 9/15. Please provide a status of these issues. (15 erroneous cancel messages received on 9/15 file)

Florida (407 NPA) usage continues to be received on the Daily Usage File, and TSR test calls are not being made in the 407 area of Florida. Please provide a status of the edit which BST was to put in place.

The 9/15 file contained three rated 010116 ISP messages (976), however, it also contained 3 duplicates of these messages as 100131 unrated messages. These messages were dated 9/11/97, from number 404-288-4585, to number 404-976-8255. Please investigate.

As of the 9/15 file, 511 usage is unrated and 211 usage is being received.

Please provide status of messages received with 1B module. (messages are rated, 010101, operator, collect)

There are currently 363 messages which would have been returned to BellSouth, for invalid modules, invalid record ids and insufficient billing data, etc.. As we discussed on our last call, either a returns feed with an associated wholesale bill credit, or a formal paper claims process must be negotiated. Rather than wait for our next scheduled

call, please let me know as soon as you receive a response on this issue.

If you have any questions or comments, please feel free to contact me on (732) 805-1467.

**Usage Matrix (specific matrix issues attached)**

- 4/22 usage matrix with state specific data requested from BellSouth**
- 6/20/97 usage matrix with state specific data requested from BellSouth**
- 6/27 updated usage matrix received - state specific data not included  
clarifications not noted on matrix**
- 7/07 usage matrix with state specific data requested from BellSouth  
BST committed changes not noted on matrix**
- 7/11 updated matrix received - state specific data, as received verbally, not included  
BellSouth committed changes not noted on matrix**
- 7/18 state specific data is required immediately -**
- 7/25 BST has committed to provide updated and state specific data on a usage matrix  
As Soon As Possible**
- 8/04 BST will provide GA and FL state specifics, with additional 7 states to follow. Absence of this updated,  
corrected, state specific matrix is hindering AT&T's ability to provide accurate local service**
- 9/02 Revised matrix being faxed by Foster Haley to Barbara Dietsch**
- 9/05 Advised BellSouth that usage matrix is still not complete, and updates are not accurate.  
AT&T will issue a new usage matrix to BellSouth; This matrix should be completed by BellSouth  
and will be maintained and updated by AT&T upon mutual agreement of issues.  
This matrix will be forwarded to BellSouth in 2 to 3 business days.**
- 9/12 New Usage Matrix was forwarded to BellSouth on 9/9. As per BellSouth the usage matrix is being  
completed. AT&T requested the completed matrix, with all available per state data, be completed  
and returned in one week.**

**Information Service Provider  
976 and 511**

**976**

- 5/97 BellSouth has agreed to provide these messages via a rated 010116 record
- 7/25 This portion of this issue will be formally closed when AT&T receives 976 usage as rated 010116 records.
- 8/11 Matrix correction to be received ASAP
- 9/02 Matrix reflects 010116 correct record; however, will not be implemented until approved by BellSouth Regulatory
- 9/05 AT&T is not in agreement with the statement made by BellSouth on 9/02. BellSouth agreed, as per 5/97 status, to provide these messages via a rated 010116 record. Also, Attachment 7 Section 3.1 (page 3) of the Interconnect Agreement states that BellSouth will provide rated Information Service Provider usage.
- 9/12 This issue was escalated in the negotiation stages of the Interconnect Agreement, and BellSouth agreed to provide rated ISP usage. This issue was again escalated, when BellSouth made no progress in correcting the ISP usage being received on the DUF; BellSouth again agreed to provide rated ISP usage. This issue is again being escalated.

**511**

- 5/29/97 BST requested they provide a rate table for AT&T to rate 511 ISP messages - AT&T declined
- 6/97 BST was notified that the Interconnect agreement states that BST will provide all ISP messages rated BST agreed to rate 511 messages and forward them on 010116 records
- 6/16/97 N11 (511 in GA) usage is received as unrated 100118 records (should be rated 010116)
- 6/23/97 Usage continues to be received as unrated 100118 records
- 7/09/97 Usage continues to be received as unrated 100118 records
- 7/15/97 Usage continues to be received as unrated 100118 records
- 7/18/97 BellSouth (Steve Schmidt) notified me that (as per Shirley Wilcox) incorrect information was provided to AT&T and N11 messages will be sent as 010118 records. BST has decided that this type of message is abbreviated dialing not ISP. AT&T stands by the position that this type message is an Information Provider.
- 7/18/97 BST was notified that this is unacceptable, AT&T has not made special provisions to accept these messages as 010118 records, as per BST's 5/97 notification that these records would be received as rated 010116 records.
- 7/25 BST has stated that the corrections to the Record ID will be implemented by end of next week, also being orked by BST is the rating process to rate all 010116 records. BST was notified that AT&T would like this mplemented with the Record ID correction, by 8/1/97.
- 8/04 BST stated that Record ID and rating corrections were processed effective 8/01/97.
- 8/05 The above stated corrections were processed on Monday 8/04, and should be reflected in usage dated 8/05 on.

**Information Service Provider  
976 and 511 (cont'd)  
511 (cont'd)**

- 8/06** 511 messages are being received as unrated 10 01 16 records. BST has agreed to send these messages as rated 01 01 16 records.
- 8/11** As per BST, Record ID correction was scheduled to be completed by 8/05. These messages are being received as 10 01 16 records. Rating of these messages is still being worked by BST.
- 9/02** Will not implement 010116 record format until approved by BellSouth Regulatory
- 9/05** AT&T is not in agreement with the statement made by BellSouth on 9/02. BellSouth agreed, as per 6/97 status, to provide these messages via a rated 010116 record.  
As per the 7/25 status, BellSouth stated that a correction to the Record ID was being worked and also a correction to the rating process was being worked to rate 010116 records.  
As of the 8/06 status, 511 usage was being received as unrated 100116; BST agreed to send these messages as rated 010116 records.  
Also, Attachment 7 Section 3.1 (page 3) of the Interconnect Agreement states that BellSouth will provide rated Information Service Provider usage.
- 9/12** BellSouth agreed, in 6/97, to provided 511 messages as rated ISP messages. This issue was escalated, when BellSouth made no progress in correcting the ISP usage being received on the DUF; BellSouth again agreed to provide rated ISP usage.  
This issue is again being escalated.



#### Unidentified N11 usage

- 7/25 811 messages have been received on the usage file. The BST usage matrix states that 811 service is not available.
- 8/04 Additional 811 message has been received. BST is not aware of 811 usage. BST is investigating 211 usage has been received on the usage file. As per BST, 2 is not a N11 optional number. BST is investigating.
- 8/06 Still receiving 811 & 211 messages. Usage is being received as ISP usage (10 01 16 records)
- 8/11 AT&T investigated these unidentified N11 messages. 211 is an Information Line free call. These messages should not be sent to AT&T. If sent they should be dropped and not rated. 811 is a Date Line referral service. BST is investigating whether this is a per minute or per message rate; AT&T wishes to receive these messages rated.
- 8/12 Now receiving 311 usage as well as 211 & 811. Notified BST on 8/14, and requested investigation
- 9/02 Still investigating; expected 311, 511, & 711 but not 211 nor 811; will verify all N11s (by LATA ) and advise. If free calls will be dropped by BellSouth; if charges apply will treat same as 511 (with BellSouth Regulatory approval)
- 9/05 BST has agreed to forward, in writing, an explanation of all N11 usage. This information has been requested by state. Also, if charges apply AT&T expects BST to treat the usage the same as 511; which BST has previously agreed to forward as rated 010116 records.
- 9/12 BellSouth has agreed to forward explanations of all N11 usage. This information is to be provided for the state of Georgia, by 9/15, with data for the additional 8 states following. As of 8/11, AT&T's investigation found that 811 is a Date Line Referral Service, BellSouth is still investigating this.